

G-Cloud 15 Service Description

ServiceNow Test and Assurance Services

ServiceNow Test and Assurance Services

Methods is a a ServiceNow Partner delivering flexible, scalable solutions across the ServiceNow platform. Methods’ ServiceNow Test and Assurance Services provide clients with scalable testing and assurance across the full suite of ServiceNow products. We enable ripple-free delivery combined with consistent quality of releases throughout the release lifecycle.

What is the Service

Methods’ ServiceNow Test and Assurance Services provide clients with scalable testing and assurance across the full suite of ServiceNow products. Our approach enables ripple-free delivery combined with consistent quality of releases throughout the release lifecycle, from requirement creation through to user acceptance and operational readiness, whether for a greenfield implementation, or for a phased transformational journey. The service can utilise the test management suite in the ServiceNow Strategic Portfolio Management product suite, the Automated Test Framework, or legacy test execution scripts and customer tools, as required.

What can it do for you

Methods provides ServiceNow Test and Assurance Services that deliver comprehensive capability across all elements of best practice test assurance and release management, and can assure development releases spanning any level of complexity or release cadence. Our service is responsive to client needs and able to scale upwards or downwards subject to your requirements and demand.

We call on expertise of accredited individuals across all key ServiceNow and test assurance disciplines. Our experienced subject matter experts have a track record of successful delivery within the public sector and are able to apply constructive collaboration with partners and third-parties to ensure consistent delivery success

We provide support for running, interpreting, and remediating ServiceNow Healthchecks. We also offer implementation of Automated Test Framework (ATF) to add an additional level of assurance to transformational projects, BAU activities, and platform upgrades, whilst also significantly reducing required timelines and effort. Our services enable consistent, ripple-free release delivery that can be trusted not to cause significant impact to live service.

We establish a comprehensive, outcome-focused assurance framework to monitor and track the critical performance of all client releases, harnessing, documenting and embedding best practice ServiceNow and test assurance governance and controls, that are scalable and repeatable, and can be handed over to you to ensure future release success.

Service Features

- 1. Customisable and scalable test and assurance services
- 2. Assurance services expertly tailored to customer requirements
- 3. Experienced with all major ServiceNow products and modules
- 4. Leverages a variety of test management tools, including ITBM
- 5. Option for ATF implementation for additional automated assurance
- 6. Support for running and interpreting ServiceNow Healthchecks
- 7. Constructive collaboration with partners and third-parties
- 8. Outcome focused delivery, underpinned by defined performance metrics
- 9. SC-cleared onshore consultants
- 10. ServiceNow partner

Service Benefits

- 1. Scalable, efficient, and effective Test Assurance services for ServiceNow
- 2. Proven track record of ripple-free release delivery
- 3. Efficient and effective testing through the Automated Testing Framework
- 4. Proven methodologies with ready-made materials and repeatable processes
- 5. Experienced with agile, high paced, high cadence release delivery
- 6. Focussed on OTB alignment and best practice
- 7. ServiceNow Partner with onshore SC-cleared, certified consultants
- 8. Highly experienced across public sector operation and delivery
- 9. Rapid deployment capability, reducing internal and external costs
- 10. Access to experienced, accredited resources to backfill in-house capabilities

Contact details

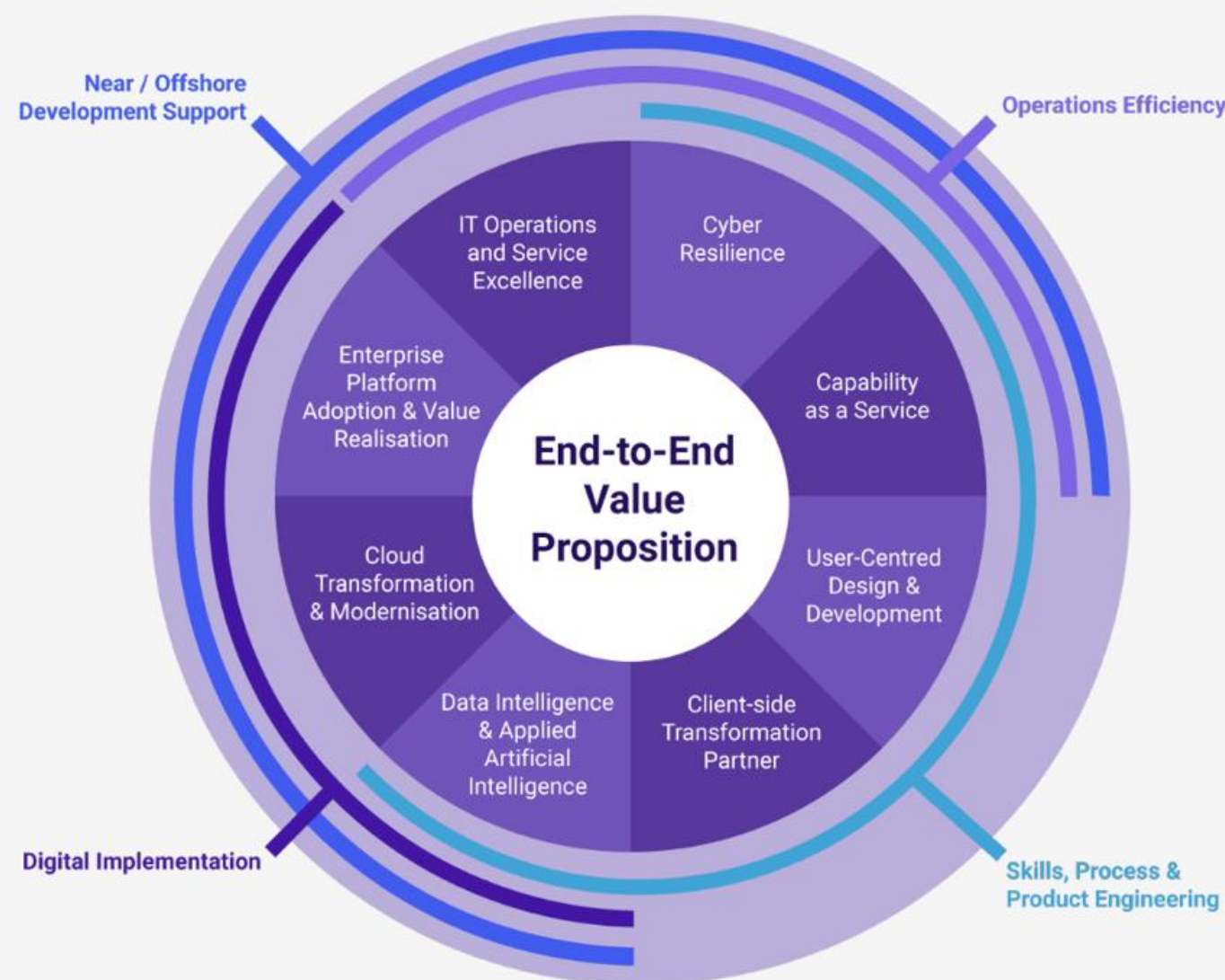
End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.

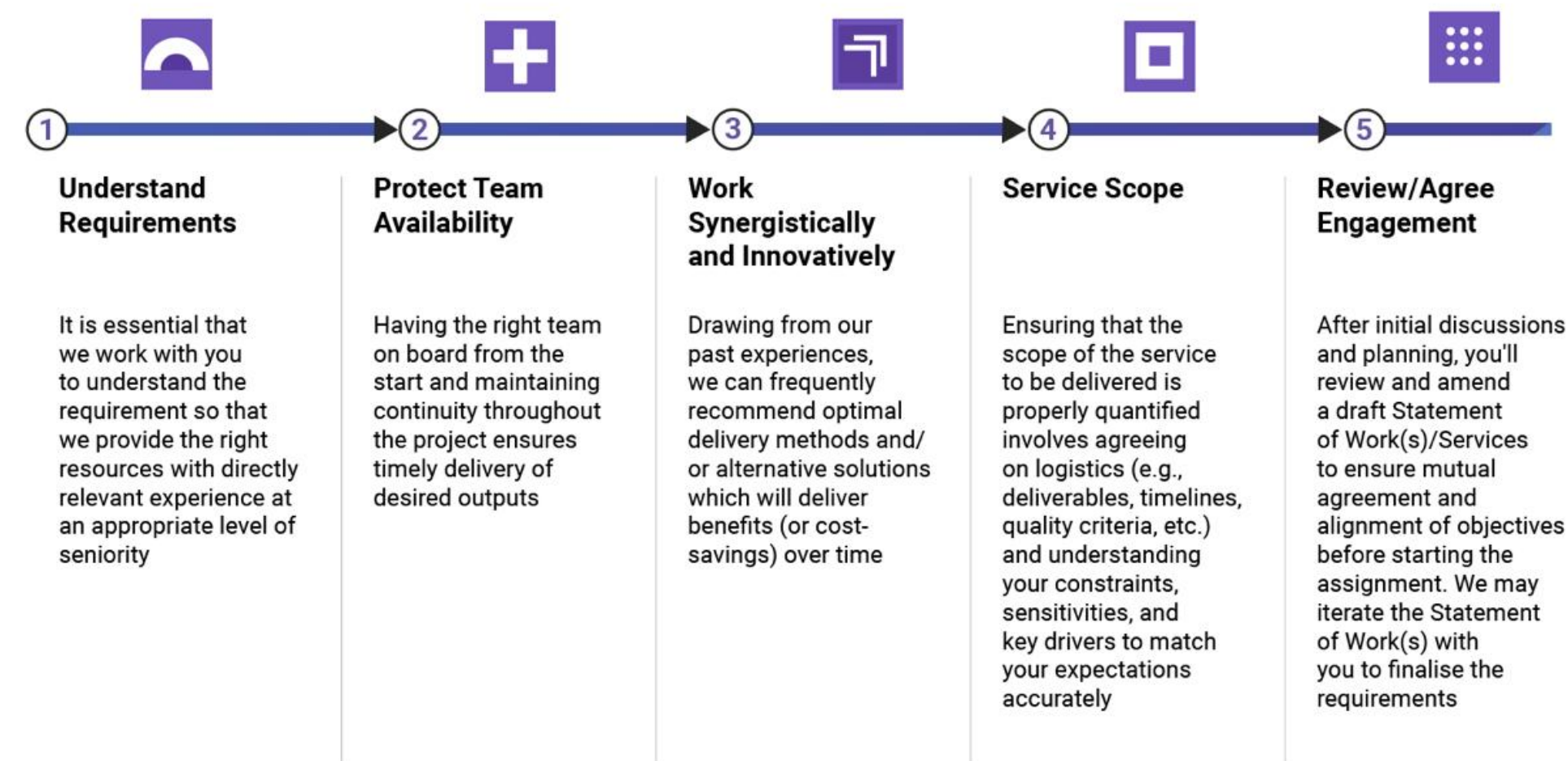
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:



Onboarding and offboarding process



Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.

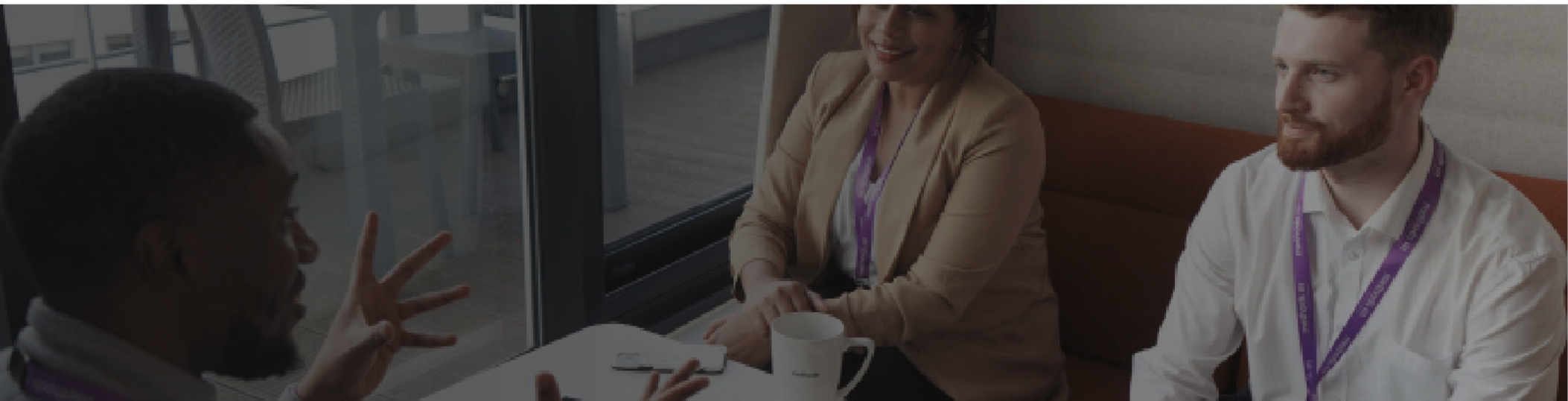
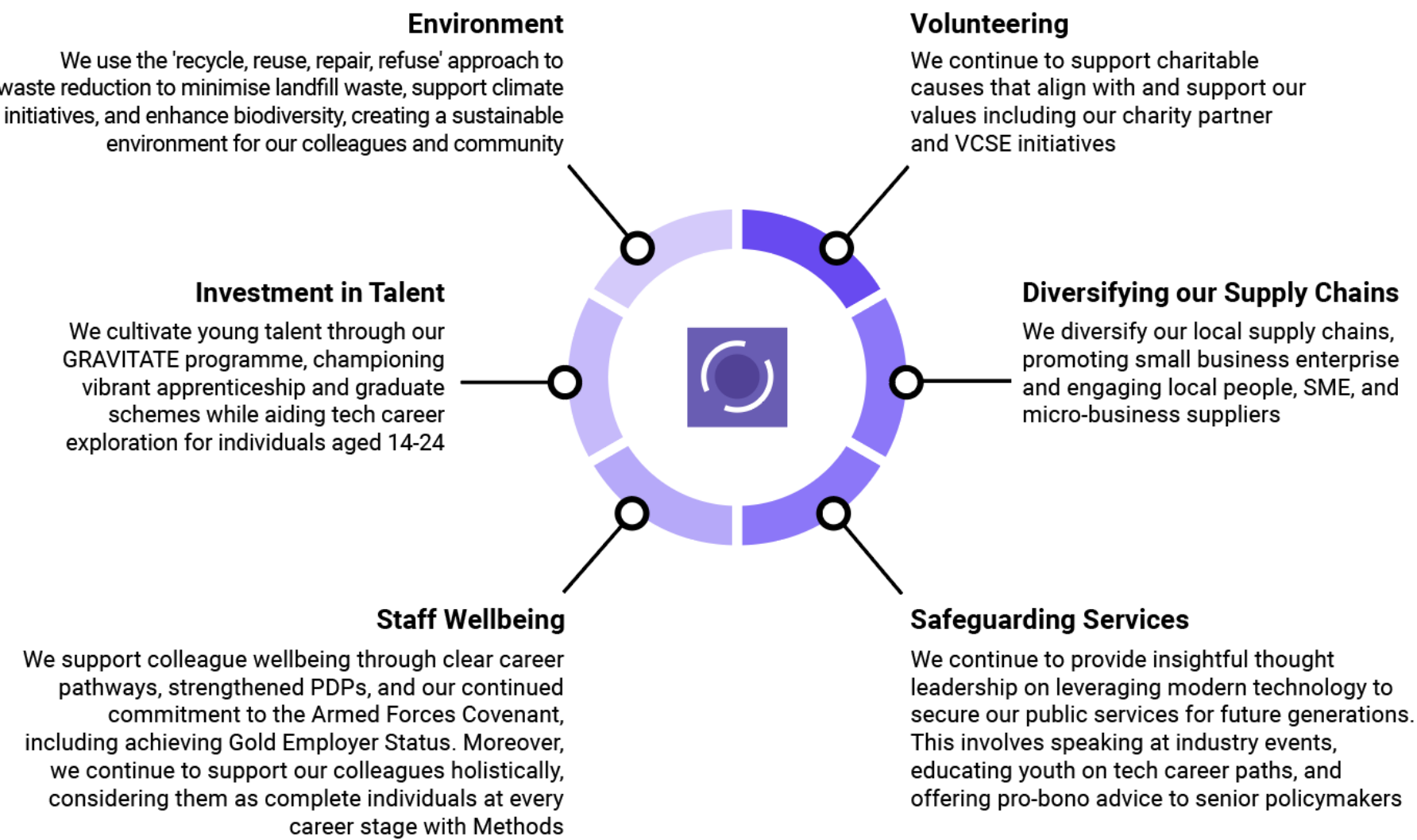


Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.

Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.



Customer stories

Cloud Hosting & Service Modernisation
Modernised digital services using secure cloud hosting, streamlined legacy workflows, and improved data insights. Delivered faster decisions, reduced manual effort, and a more transparent, **user-friendly experience** for internal teams and external users.

Cloud-Based ITSM Consolidation
Unified multiple service desks onto a cloud-based ITSM platform, standardising processes and automating workflows. Improved incident, change, and problem management, **boosting** overall **service reliability, efficiency, and organisational visibility**.

Large-Scale Cloud Migration (100+ Apps / 120TB)
Delivered cloud migration of **100+ legacy applications** and **120TB of data** with **100% availability**. Strengthened compliance, improved transparency, and significantly enhanced operational resilience across critical digital services.

Azure Migration & Modern Workplace Enablement
Migrated data centres to Azure and deployed modern workplace cloud services, delivering secure, scalable infrastructure. Achieved improved user experience, strengthened security posture, and **£1m savings** - all with zero service disruption.

Cloud ITSM Migration (ServiceNow SaaS)
Successfully migrated from a legacy ITSM tool to a modern, cloud-based ServiceNow platform. Delivered scalable, robust service operations, strengthened governance, and enabled faster, more consistent digital service delivery across the organisation.

Cloud-Native Data Pipelines (Azure Integration)
Built automated Azure Data Factory pipelines into a Lakehouse architecture, using Bronze/Silver/Gold layers and Delta with CI/CD. Delivered secure daily refreshes, improved data quality, lower manual effort, and more efficient reporting.